



Arizona Transportation Research Center

Newsletter — April 2004

Project Updates

Highlights from selected projects

STATE PLANNING AND RESEARCH (SPR) PROJECTS

SPR 519 – *PM10 RESEARCH FOR DEVELOPING EDUCATIONAL TOOLS AND OUTREACH PROGRAMS*

This research was sponsored in response to a directive from the 1998 Governor's Brown Cloud Summit in Arizona. The purpose of the study was to develop tools that would assist jurisdictions in the Maricopa County air quality non-attainment area working with industry. The intent was to increase the construction industry awareness of the regulatory requirements and provide tools to assist construction workers in reducing fugitive dust.

Following the review of dust control practices, outreach efforts of other jurisdictions, and the collateral material used in these efforts, the project team developed a draft outreach program with input from the Technical Advisory Committee. These prototype components were developed:

- "Blue Skies" program name and logo.
- Bilingual program brochure and bilingual "Guide to Construction Dust Control Measures" designed to promote the Blue Skies program to prospective participants
- Bilingual "Quick Reference Guide."
- Fact sheet handouts designed to be widely distributed at job sites.
- Opacity chart designed to aid in estimating the opacity of dust plumes.
- Dust control training course and certification program.



SPR 539 – *Third Party Transaction Cost-Benefit Analysis*

Third parties are private or public entities authorized by the Motor Vehicle Division (MVD) to provide services to the public that otherwise would be done in a Motor Vehicle Division field office. These services include motor vehicle title and registration transactions, driver license testing and application processing, and vehicle identification number verification inspections on out-of-state vehicles transferring to Arizona. The research quantified the benefits and cost savings of third parties in offloading work and expense from MVD.



The research showed that the cost per transaction for MVD Customer Service is \$10.66 versus \$9.54 for Third Party (a savings of over \$2.1 million per year). In addition to the cost savings of the Third Party Program, the Program provides a number of significant intangible benefits, such as: reduced wait times in existing Customer Service offices, more convenient hours and days of service availability, reduced customer travel time and improved customer goodwill, reduced need for new buildings, MVD staff, and equipment, improved image of MVD responsiveness, process improvement, and demonstrated success of e-government and private-public partnerships.

ATRC UPDATE

IMPLEMENTATION REPORT

ATRC published its 2003 *Research Implementation Report* last month. It's available on-line at:

www.dot.state.az.us/ABOUT/atrc/

Then select Publications and Implementation Report.

VIDEO PRODUCTIONS

Two research projects will include video documentation along with the written final report. One video will illustrate the proper way to install a Bridge Deck joint. It will be used to help train construction inspectors. Another video will be used to teach local crews and contractors how to place shotcrete for proper slope protection.

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